



Cancelling a Referral





Bridge Referral Application User Guide

There are a variety of reasons that a referral needs to be cancelled. For example, the patient chooses another provider, the patient decides against the referral, the patient does not show up for the appointment, the service is no longer offered at the receiving organization, etc.

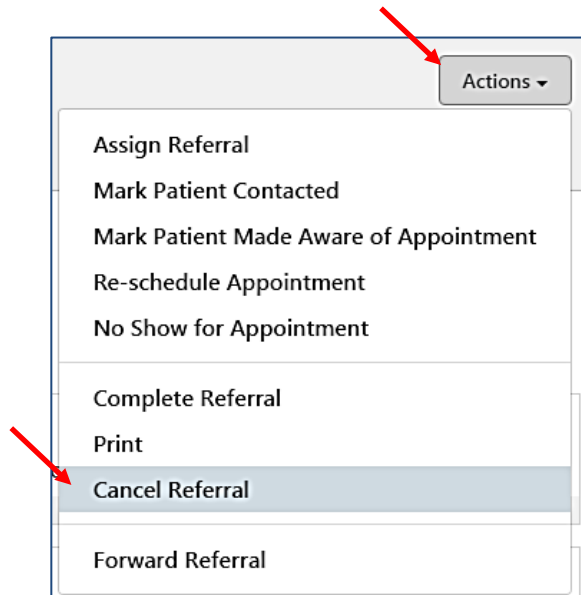
In order to inform both the sending and receiving organization, the referral should be cancelled, instead of remaining in another status (accepted, scheduled). Both the sending and receiving referral can cancel a referral.

How to Cancel a Referral

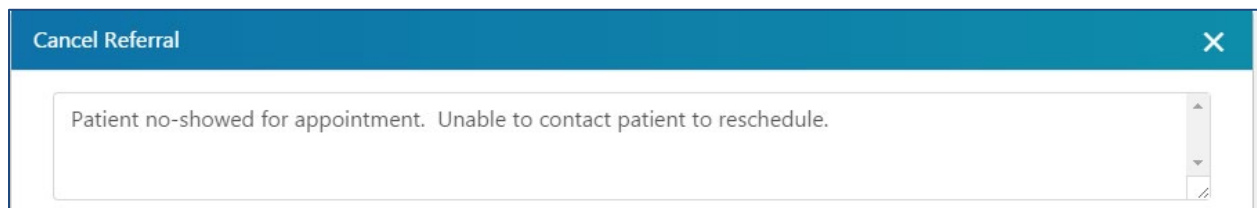
1. Click on the referral in the Referral Worklist panel. The referral will turn blue and the details of the referral will display to the right in the Referral Detail panel.

 Betty Smith, 33 F Katrina Khouri (Childrens Healthcare Access Program) 10/04/17 Patient made aware of scheduled appointment.
 Busy Bee, 95 F  Katrina Khouri (Childrens Healthcare Access Program) 10/04/17 Patient contacted.
 Minnie Mouse, 18 F Katrina Khouri (Childrens Healthcare Access Program) 10/04/17 Updated status to accepted

2. Click on the **Actions** button in the upper right hand corner. The available actions will display in a list. Click **Cancel Referral**.



3. A new window will open. Select a reason for cancelling the referral or enter free text. Documenting the reason for cancellation is important for reporting and care coordination purposes.



A screenshot of a dialog box titled "Cancel Referral" with a close button (X) in the top right corner. Below the title bar is a text area containing the text: "Patient no-showed for appointment. Unable to contact patient to reschedule." The text area has a scroll bar on the right side.

4. Once a reason for cancellation has been selected or free text has been entered, click **Cancel Referral**. This completes the cancellation of the referral. Click "Don't Cancel" to exit the cancellation process.



A screenshot of the bottom portion of the "Cancel Referral" dialog box. It shows two buttons: "Don't Cancel" and "Cancel Referral". The "Cancel Referral" button is highlighted in blue. A red arrow points to the "Cancel Referral" button.

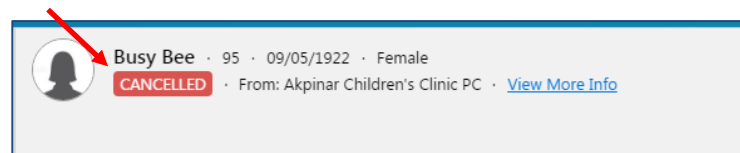
Confirmation of Cancellation

After a referral is marked **Cancelled**, there are a couple ways to confirm that the referral has been cancelled.

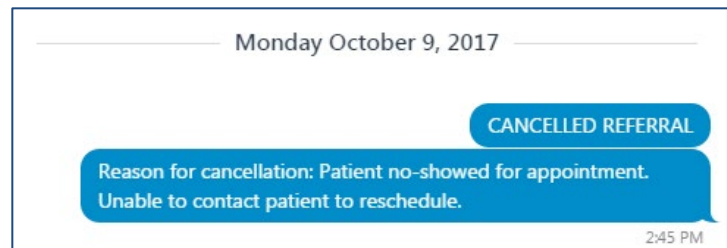
1. In the Referral Worklist panel, a red X will appear next to the patient's name.



2. The word "CANCELLED" will appear with red highlight under the patient demographic information.



3. A message, including the reason for cancellation, will be added to the Referral Details panel notifying both organizations of the change in status.



4. The cancellation time and user who completed the cancellation will be documented in the Timeline panel.

